

## City of Fort Worth, Texas

### Job Description

<b>Classification Title</b>	Senior IT Communications Technician		
<b>Job Code:</b>	TC5460	<b>Job Family:</b>	Technical/Para-Professional
<b>Pay Grade</b>	510	<b>Date Created:</b>	07/14/15
<b>FLSA Status</b>	Nonexempt	<b>Date Revised:</b>	

#### GENERAL SUMMARY

Plans and researches new technical equipment and systems for purposes of installation, repair and purchase of new equipment. Maintains, configures, installs and monitors radio and microwave systems. Schedules and monitors installation, repair and programming of subscriber units. Provides direction to the IT Solutions Radio Technicians.

#### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Creates radio programs for operations. Maintains and repairs digital radio network. Develops complex programming scripts using Motorola Customer Programming Software for various radio models and features.
2. Installs, programs, monitors, maintains, upgrades, aligns and troubleshoots handheld and mobile radios and accessories. Works with vendors and contractors on maintenance and repair of equipment due to warranty and maintenance agreements.
3. Schedules and oversees work of contractors working at radio sites or installing antennas and cabling at Fire Stations and other City facilities.
4. Schedules work of technicians and tracks service calls and installations.
5. Assists internal and external customers with service needs.
6. Verifies and documents voice radio and microwave systems operation and outages.
7. Maintains active radio database.
8. Performs system usage data input.
9. Adds, deletes and modifies users. Set up talk groups and runs reports.
10. Interfaces with external agencies supplying user configuration, ID numbers, talk groups and access.
11. Performs other related duties as required.

12. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Project schedules.
  - Public Safety communications requirements.
  - Subscriber radios, needs and desires.
  - Antenna and coax installation on tower sites.
  - FCC (Federal Communications Commission) and FAA (Federal Aviation Agency) tower rules and regulations.
  - R56 regulations.
  - City task tracking software.
  - Microsoft Outlook for scheduling calendar.
  - Installation requirements.
  - Radio repairs and CPS (Central Processing System) programming.
  - MCM ticketing system, microwave system, motorola radio reporting system and network management.
  - Diagnostix reporting system.
  - User interaction.
  - Best practice for radio reporting.
  - Advanced digital networks.
- **Skill in:**
  - Troubleshooting.
  - Attention to detail.
  - Planning and prioritizing.
  - Observation and decision-making.
  - Organization and time management.
  - Multitasking and handling stressful situations.
  - Customer service.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Schedule job assignments and monitor job status.
  - Track service calls and installations.
  - Identify and solve problems.
  - Document service outages.

## **QUALIFICATIONS**

### **Minimum:**

An equivalent combination of education and experience sufficient to perform the essential duties of the position may qualify; Human Resources Department will determine appropriate qualifications. A typical way to obtain the minimum requirements would be:

Associate's degree from an accredited college or university with major course work in Electronics or a related field and four years of experience in repairing electronic equipment.

## **OTHER REQUIREMENTS**

Valid Texas Driver's License.

Radio FCC, APCO, NABOR Certification.

Telephone – SL 1 Certified.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing and balancing.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Medium work – Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.